



OFFICE ASSISTANT 2, Bilingual Spanish

Opens: February 28, 2007
Closes: Open until filled; First application review March 19, 2007
Salary: \$2,008 – \$2,530 per month (range 28 plus two range assignment pay for dual language)

LOCATION: There is one opening in Lacey with the Basic Health Division of the Health Care Authority. This is a permanent, full-time, overtime-eligible position that is not covered by a union bargaining agreement.

WHO MAY APPLY: This recruitment is open to anyone who meets the **REQUIREMENTS**, and who most closely meets the **DESIRED QUALIFICATIONS**.

DUTIES: The primary function of this position is to translate Basic Health documents from Spanish to English and to assign appropriate document codes. Utilizes various database systems and software programs, which include but are not limited to: the Maintenance Billing Management System (MBMS), Internet, MS Outlook, Documentum imaging system, Bartender Pro, Ascent Capture and HCA accounting screens. Maintains quality and production performance standards in accordance with BH program metrics. Prepares documents for scanning using document preparation procedures. Uses imaging scanning hardware and software to receive and scan/index prepared member correspondence. Uses office equipment, including, but not limited to: copy machines, fax machines and multi-line telephones. Provides input to enhance program efficiency and process improvement through effective and timely communication. Processes non-deliverable mail using outlined procedures. Processes address changes in mainframe system. Generates applications and informational packets for BH members and applicants. Contacts BH members by phone to verify account information and updates mainframe accordingly. Receives and sorts system generated reports and prepares for distribution. Receives outgoing member letters and attachments and merges attachments to letters and prepares for final distribution. Enters application data into mainframe system. Assigns and records documents, other than Spanish and English, to appropriate translator. Processes and reconciles system reports, including, but not limited to non-CASS and NCOA reports. Provides general office support as requested.

REQUIREMENTS: Applicants will be tested on the following:

- **Eligible candidates must be able to demonstrate fluency in speaking, translating, reading, writing and understanding both Spanish and English.** (Please mark fluency in Part 2, Background information on the state application form.)
- **Candidates must type a minimum of 40 WPM.**

DESIRED QUALIFICATIONS:

Technical skills (scanning/ imaging): Demonstrated ability to effectively operate high speed imaging scanners, indexing systems and comparable equipment in a production environment.

Database and software knowledge and skills: Ability to effectively use databases, word processing, e-mail, Internet and other specialized software.

Research/problem-solving: Demonstrated ability to independently analyze problems and judge the best solution or action to resolve or respond to varying situations.

Communication/Customer service: Ability to professionally communicate to people in difficult situations including diffusing anger, calming people, and working with people with communication challenges.

Time management: Ability to effectively prioritize and perform multiple tasks in the same timeframe, handles interruptions appropriately, and returns to incomplete tasks.

Interpersonal skills: Demonstrated ability to earn the trust, respect and confidence of co-workers and customers through consistent honesty, forthrightness, responsibility, and professionalism in all interactions.

Confidentiality: Demonstrated ability to effectively maintain the highest level of confidentiality at all times.

CANDIDATES MUST HAVE ABILITY AND WILLINGNESS TO:

- Perform routine tasks in an office environment.
- Sit at a computer often 80% of the workday in an office setting.
- Handle competing priorities and multiple deadlines.
- Achieve results and stay calm during stressful circumstances.
- Work in a production environment.

Application Process:

Candidates may apply by submitting the following packet of information:

1. A letter of interest with a detailed description of your experience in all of the areas listed in the Qualifications section(s);
2. A Washington State application found at <http://www.dop.wa.gov/Resources/Forms/> listing names of employers, dates of employment, and degree(s) attained;
3. A minimum of three employment references, two supervisors and one peer or co-worker; (names and contact information)
4. The reference authorization form.

Applications must be received by 5:00 PM on March 16, 2007 to be considered for first review.

Mailing Address	Email Address and Fax	Contact Information
Health Care Authority Human Resources Office PO Box 42698 Olympia WA 98504-2698	Please use: <u>Office Assistant 2, Bilingual Spanish</u> in the subject line hrrmb@hca.wa.gov Fax: (360) 923-2604	Patti Scherer-Abear (360) 923-2734 TTY: (360) 923-2703

REFERENCE AUTHORIZATION FORM

To Whom It May Concern:

I, _____, authorize the Health Care Authority to contact my current and/or previous employers and anyone else appropriate in establishing my qualifications for the purposes of verification and reference. I knowingly and voluntarily release the State of Washington Health Care Authority, its individual employees, and all my former or present employers and their individual employees, from any and all known and unknown claims for damages or other relief arising out of the department's request for and receipt of employment information, unless my current or former employer is prohibited by state or federal law from disclosing the information that the department requests. This authorization includes review of state employee personnel files.

Date _____ Printed name of applicant _____

Applicant's signature _____

Where did you hear about this job? HCA ☐ DOP ☐ Newspaper ad ☐ Mailing ☐ Associate ☐

NOTE: A photocopy of this information shall be as valid as the original